

SUCCESSION ENTERPRISE 3.0

CVSD Q&A SESSIONS

You are invited to attend a series of Q&A sessions related to the introduction of CVSD (Customer Value Software Delivery) and Order Pro for Succession Enterprise 3.0.

This will be an opportunity for disciplines such as, but not limited to Sales Engineering, Logistics, Order Management, Marketing, Product Marketing and Product Management, to bring their questions related to the new software structure, process and tools.

Agenda

- Participants to raise questions to Kelly Johnson, Jim Kelly and John Kirn.
- Each question will be answered immediately, or an action take with follow up established for when the answer will be provided.

Suggested Pre Session Viewing

- To provide a fundamental understanding of what CVSD and the associated processes are, there is a series of web casts available to you for viewing at your convenience. Following is a list of the web sites and associated information.

CVSD: Module 1: Why Customer Value Software Delivery

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1119>

CVSD: Module 2: New Systems

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1120>

CVSD: Module 3: Expansion on Succession 3.0

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1121>

CVSD: Module 4: Upgrades to Succession 3.0

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1122>

CVSD: Module 5: Upgrades from Succession 3.0

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1123>

CVSD: Module 6: ISM Transfers

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1124>

CVSD: Module 7: Merchandise S/W (Auth Codes)

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1125>

CVSD: Module 8 Changes to Business Processes

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1126>

CVSD: Module 9 Order Pro Technical Review

Direct link: <http://www31.nortelnetworks.com/media.cgi?id=1127>

Session Dates

Session 1: September 25, 2003
Session 2: October 2, 2003
Session 3: October 9, 2003
Session 4: October 16, 2003
Session 5: October 23, 2003
Session 6: October 30, 2003

Session Times

Each sessions will run from 11:00 AM EST to 12:00 Noon EST.

Session Conference Bridge Details:

- Outside access: 613-765-0160
- Network access: esn-340-0160
- Pass code: 3958285#

Please dial in approximately 10 minutes ahead of time to make sure the session can get underway sharply at 11:00 AM

Nortel Networks Product Management

Kelly Johnson

Jim Kelly

John Kirn